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Planning

## **Independent Complaints Adjudication Services for Ofsted**

Department for Education

UK3: Planned procurement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-044680

Procurement identifier (OCID): ocds-h6vhtk-056a04

Published 31 July 2025, 11:50am

### **Changes to notice**

This notice has been edited. The [previous version](#) is still available.

### **Scope**

### **Description**

The Department for Education (DfE) requires a supplier to provide an independent adjudication service in relation to Ofsted's handling of complaints about its work including: handling individual complaints, the provision of advice, regular reporting regarding the volume and nature of the complaint, and publication of an annual report.

The adjudication service is independent of Ofsted. Conclusions and recommendations are independent of both Ofsted and DfE.

The supplier will refer to the service as the Independent Complaints Adjudication Service for Ofsted (ICASO) and is required to identify themselves as the supplier of this service and provide information regarding the service with a webpage that can be referred to on Ofsted's webpage.

### **Total value (estimated)**

- £200,000 excluding VAT
- £240,000 including VAT

Above the relevant threshold

### **Contract dates (estimated)**

- 1 November 2025 to 31 October 2028
- 3 years

### **Main procurement category**

Services

### **CPV classifications**

- 79400000 - Business and management consultancy and related services

### **Contract locations**

- UK - United Kingdom

## **Submission**

### **Publication date of tender notice (estimated)**

11 August 2025

### **Tender submission deadline**

15 September 2025, 11:59pm

### **Tenders may be submitted electronically**

Yes

### **Languages that may be used for submission**

English

### **Award decision date (estimated)**

1 October 2025

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## **Procedure**

### **Procedure type**

Open procedure

## **Contracting authority**

### **Department for Education**

- Public Procurement Organisation Number: PDZG-3487-DPVD

Sanctuary Buildings, 20 Great Smith Street

London

SW1P3BT

United Kingdom

Email: [samantha.turnbull@education.gov.uk](mailto:samantha.turnbull@education.gov.uk)

Region: UKI32 - Westminster

Organisation type: Public authority - central government